

CLIENT SUPPORT ASSISTANT I/II

The Behavioral Health Department is currently seeking qualified Client Support Assistant I/II applicants. Full job descriptions, including minimum requirements are below. Please complete a hard copy application, available on the County website, or from the Human Resources Department, and indicate "Extra Help Transportation" as the title of the position on the application.

Applications may be submitted in person at the Behavioral Health Department, 6302 Thirteenth Ave. Lucerne, CA, or mailed to the Behavioral Health Department, P.O. Box 1024, Lucerne, CA 95458.

Client Support Assistant I: \$11.31/hr

Client Support Assistant II: \$12.47/hr

CLIENT SUPPORT ASSISTANT I

DEFINITION

Under general supervision, to provide transportation services to clients of the Mental Health Department; to assist Mental Health Department clients with life-management activities, including finding temporary housing, applying for benefits, and handling business phone calls, faxes and other correspondence; and to do related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry and first working level in the Client Support Assistant class series. This is an Extra Help (temporary) classification. Incumbents provide transportation to Mental Health Department clients, as well as assist clients with life-management activities. Incumbents may also provide clerical support for the Mental Health Department. This classification is distinguished from the Client Support Assistant II by the fact that Client Support Assistant I incumbents do not provide transport for clients detained under W&I 5150.

REPORTS TO

Managed Care Compliance Officer; Deputy Director of Mental Health - Adult Services; Deputy Director of Mental Health - Children Services; or Mental Health Director

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Transports Mental Health Department clients participating in treatment, case management activities or who are returning to the community from hospital or other placement; performs routine vehicle safety checks, including inspecting vehicle fluid levels and tire pressure; maintains cleanliness of vehicle; may participate in Mental Health Department training, as assigned; may meet with clients in clinics or other appropriate settings to provide support and assistance, as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; physical ability to lift and carry objects weighing up to 50 lbs.; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in office and driving environments; may work outdoors in varying temperatures; continuous contact with other staff; work may involve stressful situations that include dealing with symptomatic behaviors of mental illness.

DESIRABLE QUALIFICATIONS

Knowledge of:

- California vehicle codes and safe driving practices.
- Principles and methods of preventive vehicle maintenance.
- General knowledge of symptoms of mental illness.
- General knowledge of community resources.
- Basic record keeping.
- Correct English usage, spelling, grammar, and punctuation.
- Transportation routes both within the County and throughout Northern California.

Ability to:

- Relate well to clients suffering from mental illness.
- Read, understand and follow rules, regulations, policies and memos.
- Safely use and operate transportation equipment.
- Maintain accurate records and prepare routine reports. Basic computer skills are desirable.
- Work on own initiative without close supervision.
- Deal tactfully and courteously with the public and other staff.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

Training and Experience:

Any combination of training and experience, that would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three (3) years of responsible work experience is preferred.

Special Requirements:

Possession of, or ability to obtain, an appropriate valid California Driver's License, with a satisfactory driving record.

Possession of, or ability to obtain Basic First Aid training within six (6) months from date of hire.

Possession of, or ability to obtain CPR training within six (6) months from date of hire.

CLIENT SUPPORT ASSISTANT II

DEFINITION

Under general supervision, to provide transportation services to clients of the Mental Health Department; including clients currently detained under W&I 5150, to assist Mental Health Department clients with life-management activities, including finding temporary housing, applying for benefits, and handling business phone calls, faxes and other correspondence; and to do related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced working level in the Client Support Assistant class series. This is an Extra Help (temporary) classification. Incumbents provide transportation to Mental Health Department clients, as well as assist clients with life-management activities. Incumbents may also provide clerical support for the Mental Health Department. This classification is distinguished from the Client Support Assistant I by the fact that Client Support Assistant II incumbents routinely provide transport for clients detained under W&I 5150.

REPORTS TO

Managed Care Compliance Officer; Deputy Director of Mental Health - Adult Services; Deputy Director of Mental Health - Children Services; or Mental Health Director

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Transports Mental Health Department clients participating in treatment, case management activities or who are returning to the community from hospital or other placement; performs routine vehicle safety checks, including inspecting vehicle fluid levels and tire pressure; maintains cleanliness of vehicle; may participate in Mental Health Department training, as assigned; may meet with clients in clinics or other appropriate settings to provide support and assistance, as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; physical ability to lift and carry objects weighing up to 50 lbs.; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in office and driving environments; may work outdoors in varying temperatures; continuous contact with other staff; work may involve stressful situations that include dealing with symptomatic behaviors of mental illness.

DESIRABLE QUALIFICATIONS

Knowledge of:

- California vehicle codes and safe driving practices.
- Principles and methods of preventive vehicle maintenance.
- General knowledge of symptoms of mental illness.

- General knowledge of community resources.
- Basic record keeping.
- Correct English usage, spelling, grammar, and punctuation.
- Transportation routes both within the County and throughout Northern California.

Ability to:

- Relate well to clients suffering from mental illness.
- Read, understand and follow rules, regulations, policies and memos.
- Safely use and operate transportation equipment.
- Maintain accurate records and prepare routine reports. Basic computer skills are desirable.
- Work on own initiative without close supervision.
- Deal tactfully and courteously with the public and other staff.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

Training and Experience:

Any combination of training and experience, that would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three (3) years of responsible work experience is preferred.

Special Requirements:

Possession of, or ability to obtain, an appropriate valid California Driver's License, with a satisfactory driving record.

Possession of, or ability to obtain Basic First Aid training within six (6) months from date of hire.

Possession of, or ability to obtain CPR training within six (6) months from date of hire.

Successful completion of training in skills required to effectively manage transportation of clients within six (6) months from date of hire.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a "meet and confer" process and are subject to the Memorandum of Understanding currently in effect.